



**DEPARTMENT OF THE NAVY
BUREAU OF NAVAL PERSONNEL
5720 INTEGRITY DRIVE
MILLINGTON TN 38055-0000**

5720
PERS 00J6/20190456
June 28, 2019

Mr. Phil McCausland
NBC News
30 Rockerfeller Plaza
New York, NY 10112

Dear Mr. McCausland:

SUBJECT: YOUR FREEDOM OF INFORMATION ACT (FOIA) REQUEST

This is in response to your Freedom of Information Act (FOIA) request of June 4, 2019, in which you seek specific documents maintained by PERS-2. You seek documents which best describe transformational efforts underway to improve our current pay and personnel system. You seek documents which best describe, in a macro-level, how information flows from commands to our Personnel Support Detachments (PSDs). Further, you see documents that best describe/reflect monthly metrics regarding the percentage of pay transactions executed by the Navy in a timely manner. Finally, you seek documents which best describe, in a macro-level, the ongoing service delivery transformation effort to better serve our Sailors by improving the timely execution of pay transactions. Your request was received by this command on June 4, 2019. Your request has been assigned Navy FOIA request number 2019-007624 and FOIA correspondence file number 20190456.

A copy of responsive documentation is enclosed. Should you wish to discuss the processing of your request, you may contact the undersigned at david.german@navy.mil or (901) 874-3165. You may also contact the DON FOIA Public Liaison, Christopher Julka, at christopher.julka@navy.mil or (703) 697-0031. Further, you may contact the Office of Government Information Services (OGIS) as they provide a voluntary mediation process for resolving disputes between persons making FOIA requests and the Department of the Navy (DON). For more information, please go to: <https://www.archives.gov/ogis/about-ogis/contact-information>.

Sincerely,

D.P. German

D. P. GERMAN
FOIA/PA Officer
By direction